

V&A East

Job Pack

V&A

Role Essentials



Collections Access Officer

Team: Collections Access

Contract: Permanent

Contract Type: Full time and Part time roles available

Salary: £27,528 per annum (pro rata)

Hours: Full-time: 36 hours per week; Part-time hours available

Location: Multi-site – working mainly at V&A East Storehouse and V&A South Kensington



Who we are

V&A Sites

V&A East is dedicated to creative opportunity and its power to bring change. Two free cultural destinations – V&A East Storehouse and Museum – will open up the V&A collection for all, celebrate making in all its forms and create new possibilities for everyone.

Find out more [here](#)

V&A South Kensington, a world of creativity in the heart of London. From unmissable exhibitions to extraordinary collections, there is something for everyone at the global destination for art, design and performance.

Find out more [here](#)

Collections Care and Access Division

The mission of the Collections Care and Access division is to manage, preserve, and provide access to the V&A's collection in both physical and digital format, working across multiple V&A sites, at South Kensington, Bethnal Green and in Stratford. The Division is made up of the following departments: Conservation, Technical Services, Collections Management, Photography and Digitisation, and Collections Access.

Collections Access is the newest department within the Collections Care and Access Division. Its purpose is to enable greater public access to our collections when not on display whilst ensuring the highest standards of object care, safe storage, and movement.



What we stand for

We strive to integrate **equality, diversity, and inclusion** consistently and naturally into all our activities.

We are proud to be an **open, tolerant, and diverse** organisation. We want to do more to welcome a broader audience and develop a more diverse workforce.

The V&A values are **Equity, Sustainability, Generosity, Collaboration and Creativity.**

Disability Confident

We are committed to guaranteeing an interview for applicants who identify as having a disability and meet the minimum criteria for the post. If you are applying under the scheme, the recruiting manager will be notified. If short-listed, we will ask you about any reasonable adjustments you need to participate in the next stage of the selection process.



Role summary

Collections Access Officers play a vital role in delivering and supporting access to V&A collections not on display, engaging with visitors directly as the public face of Order an Object.

You will deliver the V&A's revolutionary new Order an Object Service, providing support and advice to visitors throughout their journey to ensure excellent visitor experiences whilst ensuring the safety and care of the V&A collections.

You will carry out a wide range of collection care activities, including working with the V&A collection management, documentation and location control systems, undertaking the handling, care and movement of objects,

and assisting with the smooth running and maintenance of the V&A collections stores across all our sites and externally.

You will consult with colleagues across the Division and the V&A to build a broad knowledge of the V&A Collections and best practice in Collections Care and Access.



Role summary

Key Responsibilities

Deliver the Order an Object Service across the V&A's East Storehouse and South Kensington sites

Support visitors throughout the Order an Object visitor journey; before, during and after appointments, including providing information relating to the collections

Use collections management (CMS) and appointment booking software (MS Field Service) to support easy, safe, equitable and meaningful access to the V&A collections

Provide appropriate documentation, handling, space, and care for objects selected for the Order an Object Service, including undertaking risk-based assessments.

Support the day-to-day operation of the Study Centre at V&A East Storehouse, ensuring readiness of the space, equipment, and collections for visitors

Undertake collections movement, storage and access duties, including use of electronic location tracking systems, manual handling equipment, and maintenance and cleaning of objects in store and related storage furniture, across all V&A sites and external stores

Ensure compliance with all V&A policies, procedures and guidelines, particularly H&S and Visitor Service Standards, and as required provide feedback on ways of working and opportunities for improving both staff and public access to collections not on display.

Build a broad knowledge of the V&A's collections and best practice as relates their care and access, and be open to sharing this with colleagues as part of peer-to-peer knowledge building and development activities



Role summary

Key Responsibilities

Contribute to the overall operations of the Collections Access Department across V&A sites and external stores as required, taking a flexible and problem-solving approach to tasks

Communicate openly and clearly with V&A colleagues, stakeholders and the public, both one on one and in presentation style settings, and contribute to reports and departmental meetings as required

Champion and role model V&A values and behaviours, taking responsibility for personal development and performance and assisting with the training and development of new team colleagues



Who we are looking for

Experience of working in a varied and flexible team environment undertaking individual and team tasks

Experience of working with public facing teams and delivering exceptional customer service

Good attention to detail and a methodical approach

Interest in the work and values of museums and the collections they safeguard

Technical skills that could transfer to handling objects in a museum, including ability to lift, carry and pack objects, and be comfortable working at height

Willingness to learn new skills and to adapt existing knowledge to new situations

Strong interpersonal skills - able to confidently and clearly engage with a wide variety of people

Open and honest - willing to take responsibility for own work and development.

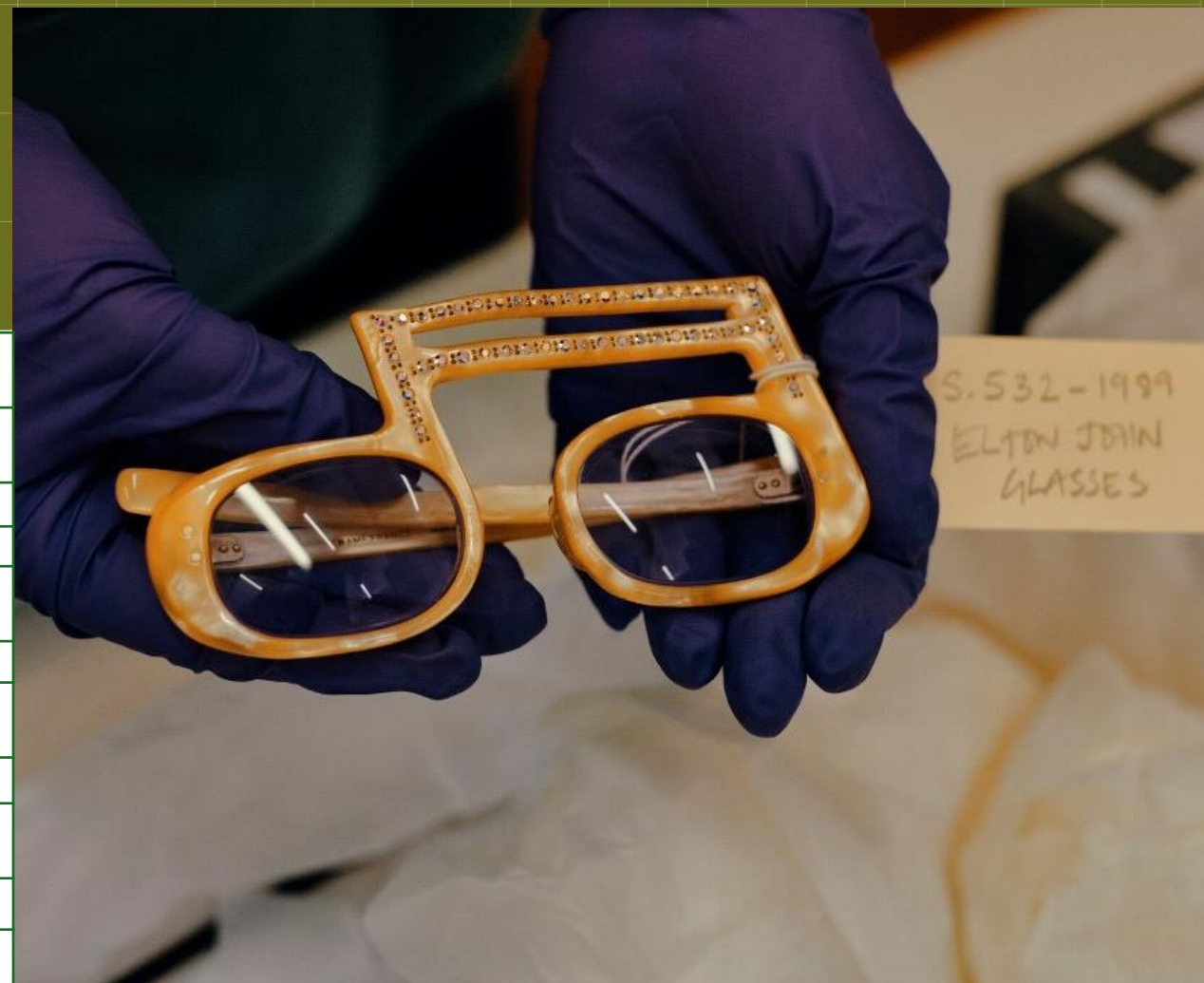
Knowledge of how to champion access, inclusion, and diversity and how they relate to a large visitor attraction.

Ability to plan own work and that of others once allocated by a team manager

Ability to use databases, MS Office and other relevant IT systems to an intermediate/advanced level, and able to perform calculations

Understands the local environment and target V&A East audience and preferably lives in one of our local boroughs (Hackney, Newham, Tower Hamlets, Waltham Forest)

Desirable: Experience of working within a large multi-department business, contributing to wider organisational goals



We are looking for someone with transferrable skills and not necessarily someone with a conventional museum background

What we can offer you

- **29** days of holiday + public holidays each year (pro rata if part time)
- **5.5%** employee pension contribution, **10%** employer pension contribution (*post-probation*)
- Life assurance scheme (to value of 4 x annual salary)
- Family-friendly policies e.g. enhanced maternity + paid carers leave
- An interest-free loan for a travelcard, bike, or for a deposit if you're renting (*post-probation*)
- Tickets to V&A exhibitions for you, your friends or family + 25% discount in V&A shops and cafes
- Free entrance to many major museums and exhibitions
- Benefits platform offering discounts at major retailers including Tesco, Sainsbury's, Odeon, ASOS, H&M and many more!
- Socials events, such as staff summer and Christmas parties
- Staff networks
- An Employee Assistance Programme – a free, confidential, and comprehensive set of services designed to provide support and a balanced and healthy working environment.
- Free sanitary products for all employees across our sites



What happens next

Apply here <https://www.vam.ac.uk/vacancies>

Application Deadline 9th February 2025

Interview/Assessment days Assessments days 21st, 22nd and 24th February

Start Date 2nd April 2025

Any Questions?

Contact our Recruitment team at careers@vam.ac.uk





V&A East

Thank you

V&A

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